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ORIGINAL
Michael's Ranch Water Users
1 Michael's Ranch Drive
Sedona, Arizona 86336

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SEP 29 2014
AZ CORP COMM.
Director Utilities

REVISED

9/29/2014

Docket Control Center
Arizona Corporation Commission
1200 West Washington Street
Phoenix, AZ 85007

ORIGINAL

RE: Docket No. W-02624A-13-0367
Decision No: 74408

Compliance Item 1 of 3
Public Education Program Tariff – BMP 1.0

Arizona Corporation Commission
DOCKETED
SEP 29 2014

DOCKETED BY

To Whom It May Concern:

In compliance with the order by the Arizona Corporation Commission to file with Docket Control by July 1st, three (3) BMP's in the form of tariffs; we respectfully submit our first choice **BMP 1.0 – Public Education Program Tariff**, for your review.

The purpose of this tariff allows Michael's Ranch Water Users Association to actively participate in water conservation with its customer's.

Respectfully,

Jeannie Falen
Michael's Ranch Operating Water Liaison
Appointed by the MR Board of Directors

cc: file

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2014 SEP 29 P 4: 23
AZ CORP COMMISSION
DOCKET CONTROL

Company: _Michael's Ranch Water Users Association_

Decision No.: __74408__

Docket No: _W-02624A-13-0367_

Effective Date: __04-01-2014__

Public Education Program Tariff – BMP 1.0

PURPOSE :

A program for the Company to provide free written information on water conservation measures to its customers and to remind them of the importance of conserving water (Required Public Education Program).

REQUIREMENTS:

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall provide two newsletters to each customer; one to be provided in the spring, the other in the fall. The goal of the letters is to provide timely information to customers in preparation of the hot summer months, and the cold winter months, in regards to their water uses. The Company shall remind customers of the importance of water conservation measures and inform them of the information available from the Company.
2. Information in the newsletters shall include water saving tips, home preparation recommendations for water systems/pipes, landscape maintenance issues for summer and winter, water cistern maintenance reminders and additional pertinent topics. Where practical, the Company shall make this information available in digital format which can be e-mailed to customers upon request or posted on the Company's website.
3. Communication channels shall include one or more of the following: water bill inserts, messages on water bills, Company web page, post cards, e-mails and special mailings of print pieces, whichever is the most cost-effective and appropriate for the subject at hand.
4. Free written water conservation materials shall be available in the Company's business office and the Company shall send information to customers on request.
5. The Company may distribute water conservation information at other locations such as libraries, chambers of commerce, community events, etc., as well.
6. The Company shall keep a record of the following information and make it available to the Commission upon request.
 - a. A description of each communication channel (i.e., the way messages will be provided) and the number of times it has been used.
 - b. The number of customers reached (or an estimate).
 - c. A description of the written water conservation material provided free to customers.



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RE: Docket No. W-02624A-13-0367
Decision No: 74408

Compliance Item 2 of 3
New Homeowner Landscape Information Tariff – BMP 2.3

To Whom It May Concern:

In compliance with the order by the Arizona Corporation Commission to file with Docket Control by July 1st, three (3) BMP's in the form of tariffs; we respectfully submit our second choice **BMP 2.3 – New Homeowner Landscape Information Tariff**, for your review.

The purpose of this tariff allows Michael's Ranch Water Users Association to provide education materials to new and existing users, via landscape information and efficient watering practices appropriate for our Northern Arizona desert area.

Respectfully,

Jeannie Falen
Michael's Ranch Water Liaison
Appointed by the MR Board of Directors

cc: file

Company: Michael's Ranch Water Users Association

Decision No.: 74408

Docket No: W-02624A-13-0367

Effective Date: 04-01-2014

New Homeowner Landscape Information Tariff – BMP 2.3

PURPOSE:

A program for the Company to promote the conservation of water by providing a landscape information package for the purpose of educating its new customers about low water use landscaping (Modified Non-Per Capita Conservation Program BMP Category 2: Conservation Education and Training 2.3: New Homeowner Landscape Information).

REQUIREMENTS:

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. Upon establishment of water service the Company shall provide a free "Homeowner Landscape Packet" to each new customer in the Company's service area. The packet will include at a minimum: a cover letter describing the water conservation expectations for all customers in the Company's service area, all applicable tariffs, a basic interior-exterior water saving pamphlet, xeriscape landscape information, and information on where to find low water use plant lists, watering guidelines, and a rain water harvesting pamphlet.
2. Upon customer request, the Company shall provide:
 - a. On-site consultations on low water use landscaping and efficient watering practices.
 - b. A summary of water saving options.
3. The number of packets provided to new customers will be recorded and made available to the Commission upon request.



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RE: Docket No. W-02624A-13-0367
Decision No: 74408

Compliance Item 3 of 3
Water Tampering Tariff – BMP 5.2

To Whom It May Concern:

In compliance with the order by the Arizona Corporation Commission to file with Docket Control by July 1st, three (3) BMP's in the form of tariffs; we respectfully submit our third choice **BMP 5.2 – Water Tampering Tariff**, for your review.

The purpose of this tariff allows Michael's Ranch Water Users Association to conserve groundwater while enabling Michael's Ranch to bring an action for damages against any person who tampers with the system.

Respectfully,

Jeannie Falen
Michael's Ranch Water Liaison
Appointed by the MR Board of Directors

cc: file

Company: _Michael's Ranch Water Users Association_

Decision No.: ___74408___

Docket No: _W-02624A-13-0367_

Effective Date: _04-01-2014_

Water System Tampering Tariff – BMP 5.2

PURPOSE:

The purpose of this tariff is to promote the conservation of groundwater by enabling the Company to bring an action for damages or to enjoin any activity against a person who tampers with the water system.

REQUIREMENTS:

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission, specifically Arizona Administrative Code ("AAC") R14-2-410 and the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. In support of the Company's water conservation goals, the Company may bring an action for damages or to enjoin any activity against a person who: (1) makes a connection or reconnection with property owned or used by the Company to provide utility service without the Company's authorization or consent; (2) prevents a Company meter or other device used to determine the charge for utility services from accurately performing its measuring function; (3) tampers with property owned or used by the Company; or (4) uses or receives the Company's services without the authorization or consent of the Company and knows or has reason to know of the unlawful diversion, tampering or connection. If the Company's action is successful, the Company may recover as damages three times the amount of actual damages.
2. Compliance with the provisions of this tariff will be a condition of service.
3. The Company shall provide to all its customers, upon request, a complete copy of this tariff and AAC R14-2-410. The customers shall follow and abide by this tariff.
4. If a customer is connected to the Company water system and the Company discovers that the customer has taken any of the actions listed in No. 1 above, the Company may terminate service per AAC R14-2-410.
5. If a customer believes he/she has been disconnected in error, the customer may contact the Commission's Consumer Services Section at 1-800-222-7000 to initiate an investigation.